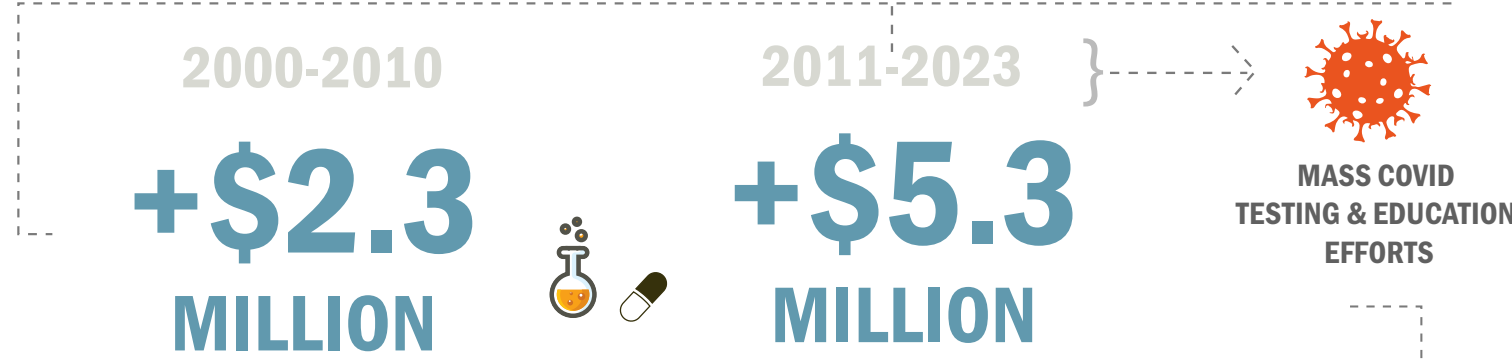
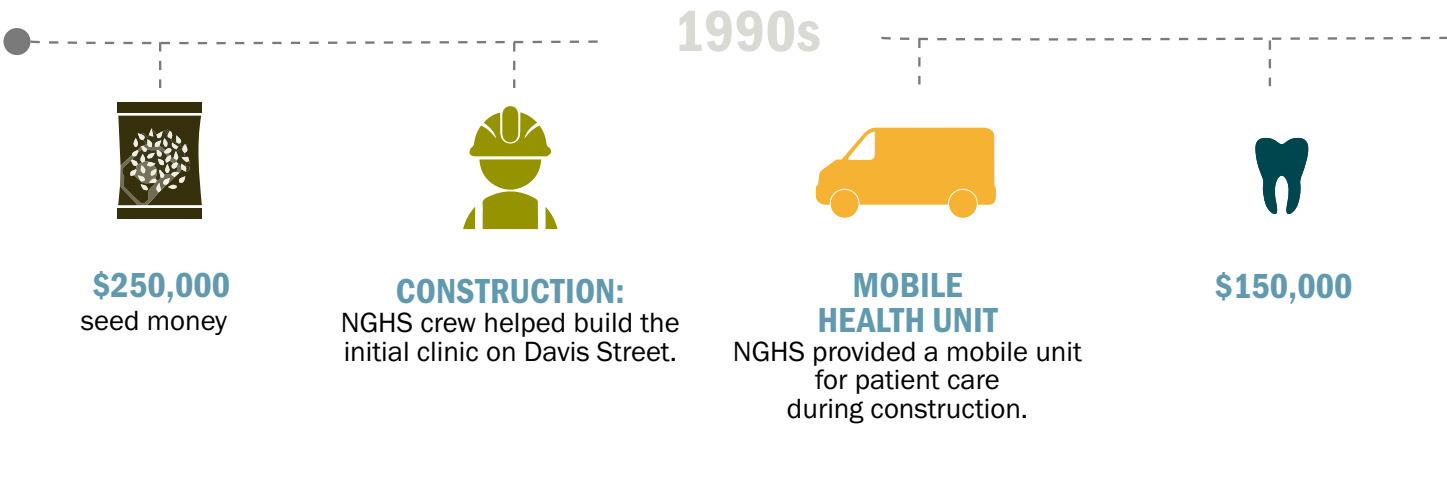


# BUILDING A HEALTHIER COMMUNITY TOGETHER

*partnering for decades*



Northeast Georgia Health System



IN OPERATIONAL SUPPORT

*working together to serve our community's most vulnerable populations*



Good News Clinics (The Clinics), which began seeing patients in a closet decades ago, is today (by patient count) the largest free medical clinic in Georgia. The Clinics provides not only primary care, but also dental and specialty care to the uninsured in Hall County who cannot afford health care.

That care is not only lifesaving for people who benefit first-hand from GNC's services, but also reduces the burden of providing higher level care in hospitals and surgery centers.

"Support of Good News Clinics is in perfect alignment with the mission of our Health System," says Christy Moore, Director, Community Health Improvement at Northeast Georgia Health System (NGHS) and The Clinics board member. "We want people to get the the right care at the right time, ideally at a preventive stage versus an emergent situation. It's better for the patient first and foremost and also allows for better use of our collective resources. Good News helps improve the health of our community one patient at a time, and our partnership has grown and evolved since the Clinic began." (See support highlights at left.)

Michael Mantooh, Director of Operations at Good News Clinics, shared a real life example of how The Clinics provides a continuum of care unavailable to patients from any other source in our community: "Around Christmas in 2017, Maria (not her real name) came to The Clinics for care. She had Type II Diabetes and following an injury to her foot at work had developed a bone infection which had resulted in having her foot amputated. We oversaw her care for two years, helping her stabilize complications until the pandemic hit and she became afraid of getting out even for her health care. When she returned to us, her vision had become so poor that she could no longer drive or work, and she was emotionally depressed. Because of the comprehensive scope of services we provide, we were able to: get her vaccinated, have her restarted on insulin, have her evaluated by an ophthalmologist, provide her bilingual counselling, prescribe select medications, as well as get her measured and fit for a prosthetic molded just for her. Brenau PT students who are Spanish-speaking are able to provide physical therapy through a partnership with The Clinics. All at no cost to her."

Maria is one of over 6,600 medical patients cared for at Good News Clinics each year. The Northeast Georgia Health System provides roughly a third of the Clinic's budget currently and has been a major supporter year after year. NGHS also provided The Clinics with access to the same electronic medical record system used by the health system and large physician groups like Longstreet Clinic. That access also included training for the The Clinics team.

"With the electronic record, our patients aren't siloed anymore," says Mantooh. "We can access patients' lab work, imaging, visit summaries – all in one place. And if they need hospital services, the hospital team has access to records on care provided here at Good News Clinics. This was a large investment by our community through the NGHS Foundation. Also, the software company waived all the implementation fees due to their relationship with the health system, and our patients are the beneficiaries."

The relationship between NGHS and The Clinics goes beyond financial support, according to Moore. "Many NGMC Medical Staff physicians volunteer with Good News Clinics, seeing patients at The Clinics or in their offices," she says. "Services are often provided at our imaging centers or operating rooms if there is a need that is not available at the Clinic."

The result of the work at Good News Clinics is a healthier community measurable in quantifiable results. For example, while the national re-admission rate for Congestive Heart Failure (CHF) is 23 percent, GNC's re-admission rate is only 4.5 percent. The clinic's CHF efforts are led by the physicians of the Georgia Heart Institute at no cost to the patient.

**CONGESTIVE HEART FAILURE READMISSION RATES**

|                                |                                  |
|--------------------------------|----------------------------------|
| <b>23%</b><br>NATIONAL AVERAGE | <b>4.5%</b><br>THE CLINICS RATES |
|--------------------------------|----------------------------------|

SOURCES: Medicaid/Medicare latest available data and FY2023 - The Clinics EPIC data

Just as NGHS is expanding to care for patients, Good News Clinics is building to meet the high demand for health services among its patient population. The Clinics has raised over \$7 million (including \$1 million from NGHS) toward their \$8 million goal for a new construction project. The project will more than double their space for medical services, expand eye services by 400% and grow the pharmacy by 100%.

"The relationship between The Clinics and Northeast Georgia Health System is rooted in a shared commitment to our community," says Moore. "Through innovation, joint problem-solving, and a willingness to partner throughout the community, the clinic is a model for similar services across the state and the nation."